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icon for access to information

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Persons seeking international protection need information on their situation in order to be able to fully communicate their protection needs and personal circumstances and, in turn, have them comprehensively and fairly assessed. Under the recast Asylum Procedures Directive and the recast Reception Conditions Directive, Member States need to ensure that relevant information is made available to applicants, for example where and how applications for international protection may be lodged. Obligations also include the provision of information to potential applicants who are in detention facilities and at border crossing points.

Effective access to information is a primary constituent of procedural fairness. Applicants have the right to be informed so that:

- they understand the different stages of the process;
- they know their rights and obligations in each of these stages, and the possible consequences of not complying or cooperating;
- the timeframe for each stage of the procedure is clearly communicated; and
- they are aware of the means available to them to exercise their rights and fulfil their duties.

For applicants with pending cases, it is crucial to receive information, because a lack of clarity can be a contributing factor to absconding and secondary movements.

EU+ countries continued to enhance the provision of information to asylum applicants through digital innovations and improvements. In 2021, national authorities worked on mobile applications, online portals, information hubs, updated websites and new features on existing information platforms to enable applicants to access information faster and more easily. The information provided through these platforms was also made available in multiple languages.

In addition, targeted information provision was set up for specific groups in need of protection, for example, for evacuees from Afghanistan and displaced persons from Ukraine.

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